



Overview of BAR Programs

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Automotive Repair Program

From its headquarters in Sacramento and through 11 field offices around California, the Bureau of Automotive Repair (BAR) conducts consumer protection services related to automotive repair. BAR registers and regulates automotive repair dealers, accepts and mediates auto repair complaints from the public, investigates violations of the Automotive Repair Act and, when appropriate, refers cases to law enforcement authorities. BAR also administers a statewide licensing program of repair facilities and service technicians in lamp and brake inspection and repair. BAR licenses more than 40,000 auto repair dealers in California.

Smog Check Program

In 1982, California became the 20th state in the nation to adopt a vehicle inspection and maintenance program. BAR is mandated by law to administer this Smog Check program. There have been a number of program changes over the years, but the goal of Smog Check remains the same: to reduce air pollution produced by motor vehicle. BAR licenses more than 8,000 privately-owned Smog Check stations and more than 15,000 Smog Check technicians.

Consumer Complaint Mediation Program

Each year, BAR receives and addresses approximately 20,000 consumer complaints involving auto repairs. BAR's mediation efforts result in value being returned to consumer in the form of direct refunds, rework of the vehicle at no charge, or adjustments to the final bill.